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Dear DeAnn Walker

2021 MAR -9 PM 3:46

We prepared for the winter weather. We were not oblivious to it and did everything we thought we needed to do to be safe and warm and fed. I drove to my parents' place out of town and made sure they had food and heaters and what they would need in case of "rolling blackouts". They live in a 5th wheel RV. We had their pipes protected and had warming lamps on them under the RV.

My dad served proudly in Vietnam where our own country sprayed Agent Orange on him causing health issues. He has multiple sclerosis and skin discoid Lupus. He did his time and served his country all to be treated like dirt when he came home. He is retired and never asks the govt or anyone for anything. He has always been a take care of his business himself kind of person. But what happened last week was out of his control. The power wasn't cut because of the storm damage like ice or tree limbs. It was **DELIBERATELY** cut off from millions. These rolling blackouts that lasted almost 35 hours in sub zero temps are disgusting. Luckily, my brother in law and sister went and got them in the early morning on Monday 2/15 and brought them to their home which also had no power. They tried to wait it out because **OVER and OVER** the news said it would be rolling and would come back on. **THAT** was a flat out lie. They were trying to save their pipes and home and believed that lie.

At 2am Tuesday 2/16, they all four couldn't take it anymore and my dad was getting very weak so my sister's husband decided to load up my parents which was a chore because my dad doesn't walk really well and it was icy. By the time he got them to his daughter's home down the road (who was out of town and also had no electricity) where he could turn on the gas fireplace and gas oven, my dad had what we think was a mini stroke. He was weak and malnourished because he was freezing to death. Luckily, my brother in law was able to get his son in law's brother (an EMT) to come check my dad. He said had they not gotten my dad to his daughter's home when they did, he would have more than likely died. He nearly froze to death and died because of these rolling blackouts that were **NOT** rolling.... Because they kept hearing the power would be back any time and would roll out. The fact that this happened statewide and so many people died is the most disgusting thing I've ever witnessed in my state.

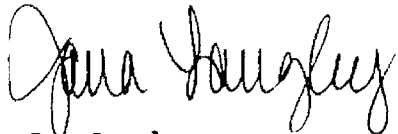
I want **EVERYONE** who played a part in this to lose their jobs and be held legally responsible for the damages, death and health scares. I blame ERCOT, our state government and PUC for this. You all really failed us all and **NONE** of you should be allowed to hold your jobs after this. I personally would like to see criminal charges brought. My parents are good people and we did what we needed to do to prepare. But we were **ALL** lied to about the rolling blackouts. To **deliberately** turn power off for as long as they did to everyone is inhumane. People were literally freezing to death and so many homes and businesses were destroyed.

My parents and sister and brother in law were completely traumatized with everything that happened. My mother & sister have cried every day since then when I talk to them. When I saw them on Saturday 2/20/21, they all looked shell shocked and it was heartbreaking to see how bad they looked. It is scary enough to try to make sure you can stay alive when you lose your power at the flip of someone's switch but to also make sure your elderly parents can survive..... so hard. Thank God my sister and husband were close and able to help them.

Had I known ERCOT/PUC was going to **deliberately** do this to them while I was able to keep power in my home in Mesquite, I would have had them come to my house before the storm hit. I had to take in my daughter and husband and mother in law and their dogs because they almost froze in their two story home in Mesquite that had no power. My daughter's body temp was so low when they finally realized the power wasn't coming back and they came to my house. I have sent so many emails to so many reps and companies and govt officials and not one person has responded. I don't think any of you care or realize exactly what you did to all of us..... I think you are sorry you got caught not taking care of your business.

There has got to be winterization done and this can **NEVER** happen again. All the damages to homes and businesses because they had no power is unacceptable. My husband did what he was supposed to at his mechanic shop but because the shop was without power for so long, he had busted pipes and leaks. It is absolutely imperative that whatever needs to be done so we don't lose power ever again is done. ERCOT , PUC and our state government needs to be held accountable and answer for what they did to millions of Texans. I promise you I will never ever let this go until all of you are. I will become super active in voting from now on to make sure we get people who actually care about Texans instead of whatever it is you care about..... power, money, whatever but you damn sure didn't care about the millions of people you did this to. We deserve better! I will continue to try to get responses though I doubt anyone ever will bother. Maybe I should come visit in person and make you face me and explain why you dropped the ball.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jana Langley', with a stylized, cursive script.

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